



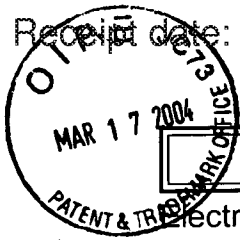
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Electronic Patent Application Submission
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EFS ID: 57285
Application ID: 10735470
Title of Invention: METHOD AND APPARATUS FOR
PROVIDING INTEGRATED
CUSTOMER CARE AND WORK-
FLOW MANAGEMENT
First Named Inventor: Anand Kumar
Domestic/Foreign Application: Domestic Application
Filing Date: 2003-12-12
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Filing Type:
Confirmation number: 4313
Attorney Docket Number: 717841.4



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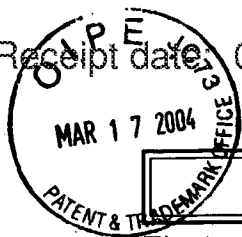
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Electronic Version v1.1
Stylesheet Version v1.1.0

Title of Invention	METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT							
<p>Application Number: 10/735470 </p> <p>Date: 2003-12-12</p> <p>First Named Applicant: Anand Kumar</p> <p>Confirmation Number: 4313</p> <p>Attorney Docket Number: 717841.4</p>								
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Submitted by:	Elec. Sign.	Sign. Capacity						
Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney						
<p>Documents being submitted</p> <p>us-ids</p>		<p>Files</p> <p>nisc4-usidst.xml</p> <p>us-ids.dtd</p> <p>us-ids.xsl</p>						
<p>Comments</p>								



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of
Invention

**METHOD AND APPARATUS FOR PROVIDING
INTEGRATED CUSTOMER CARE AND WORK-FLOW
MANAGEMENT**

Application Number: 10/735470



Confirmation Number: 4313

First Named Applicant: Anand Kumar

Attorney Docket Number: 717841.4

Search string: (6519571 or 5943656 or 6526409 or 6141651
or 6453038 or 6334116 or 6317718 or 6182060
or 20030065529 or 20020156797 or
20030028451 or 20030023453 or 20020198629
or 20010024497 or 20030069780 or
20030009401 or 20020188497).pn.

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
/J.P./	1	6519571	2003-02-11	Guheen, et al.			
/J.P./	2	5943656	1999-08-24	Crooks, et al.			
/J.P./	3	6526409	1996-09-10	Leenstra, et al.			
/J.P./	4	6141651	2000-10-31	Riley, et al.			
/J.P./	5	6453038	2002-09-17	McFarlane, et al.			
/J.P./	6	6334116	2001-12-25	Ganesan, et al.			
/J.P./	7	6317718	2001-11-13	Fano			
/J.P./	8	6182060	2001-01-30	Hedgcock, et al.			

US Published Applications

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init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
/J.P./	1	20030065529	2003-04-03	Pitchaikani, et al.			



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<input type="checkbox"/>	3	20030028451	2003-02-06	Ananian
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<input type="checkbox"/>	5	20020198629	2002-12-26	Ellis
<input type="checkbox"/>	6	20010024497	2001-09-27	Campbell, et al.
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Signature

Examiner Name	Date
/John Preston/	11/24/2009